



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

October 24, 2013

Date Complaint Received:	10/15/13
Complaint Received By:	Cathy Anderson- DHS
Provider Name and Location:	SuEllen Pennell- 802 Wylde Green Rd. Iowa City

**Complaint:** On October 15, 2013 DHS received a complaint on the Category B Registered Child Development Home of SuEllen Pennell. It was alleged SuEllen's home is unsafe and unsanitary. This was due to the house smelling of dogs, urine and is very cluttered. The person reporting the complaint was in this home three months ago. It was reported a grandchild is now living in her home.

**Rule Basis:** 441 IAC 110.5 (1) -Conditions in the home are safe, sanitary and free of hazards.

**Findings:** On October 16, 2013 DHS Social Worker made an unannounced visit to the Child Development home of SuEllen Pennell. She had three children in care that day. Mr. Garlinghouse explained the complaint issues received by DHS. SuEllen did share her grandchild just started living in her home yesterday. This may be very short term but if not SuEllen agreed to complete a new application adding this child to the list of household members. With regard to the allegation about her home being unsafe and unsanitary and smelling of urine SuEllen did say the dogs had urinated on the carpet. The area was dry where this occurred. Her steam vacuum cleaner just recently broke and she agreed to rent one to get rid of the smell and to sanitize the area. Mr. Garlinghouse had done a spot check on October 14, 2013 and addressed the clutter issues at that time. SuEllen agreed clean up and reduce the clutter in her home, especially in the kitchen and basement areas.

**Resolution:** SuEllen stated she will rent a steamer vacuum cleaner and clean and sanitize the area the dogs have urinated on the carpet. In the future this cleanup will be done right away when this occurs. She agreed to reduce the clutter in her home by cleaning these areas clearing them of excess items. On October 23, 2013 SuEllen called DHS Social Worker Dale Garlinghouse to inform him her grandchild have moved out of the home shortly after he was there on October 16, 2013. She was not providing child care this week due to issues with her furnace and would be working on cleaning and reducing the clutter. Please review the Compliance letter pertaining to the spot check completed on October 14, 2013 for additional information.

If you have any questions regarding this matter feel free to contact me at 319/892-6803 or toll free 866/534-3112. or email address [dgarlin@dhs.state.ia.us](mailto:dgarlin@dhs.state.ia.us).

Sincerely,

Social Worker